

SFINHOME ONLINE TUTORING POLICIES

REQUIREMENTS: Each member must have:

- 1) Audio and video capabilities. Video and Audio must be on during Zoom sessions.
- 2) Reliable internet. Sessions interrupted due to consistent member internet issues will not be refunded.
- 3) A quiet and distraction-free setting for all sessions.
- 4) Headphones are HIGHLY recommended
- 5) Keyboard or piano is recommended but not necessary

SCHEDULE:

- 1) Online sessions are provided Monday through Friday 8:00 AM-2:00 PM PST. (Other options may be made available, as needed). I am unavailable Saturday and Sunday due to other obligations.
- 2) Sessions are taught weekly from August 1st through June 30th. The studio is closed during the month of July, and also during major holidays (the days surrounding Thanksgiving, Christmas, New Year, etc). The studio calendar can be viewed at [SFinHome.com](https://sfinhome.com)
- 3) All scheduling is handled at SFinHome through the Calendly scheduling portal.

I AGREE TO THE SCHEDULING POLICY _____

CANCELLATIONS:

- 1) 24 hours' notice is **required** to cancel or reschedule an online session so as to allow maximum flexibility for others on the schedule who may also need to reschedule.
- 2) Those who reschedule or cancel with proper notice are guaranteed a make-up session. No make-up session is offered if canceled within 24 hours.
- 3) Cancellations and rescheduling should be done through the Calendly scheduling portal.
- 4) If a member is more than 10 minutes late for their session it will be counted as a NO-SHOW and no make-up session is offered.

I AGREE TO THE CANCELLATION POLICY _____

PAYMENT:

- 1) Tutoring session plans are a one-time fee, unless the weekly subscription option is chosen. (See the 'Payment' section at sfinhome.com/studio-policies to view payment policies for recurring subscriptions)
- 2) Plans must be paid in full before the first paid session can be scheduled.
- 3) Online Music Theory Plan payments are **NON-REFUNDABLE**. Purchased sessions must be used within 12 calendar months of purchase.

I AGREE TO THE PAYMENT AND REFUND POLICY _____

Instructor Signature  Date _____

Member/Parent Signature _____ Printed Name _____ Date _____

Email: _____